

**New Jersey Office of the
Ombudsman for the Institutionalized
Elderly**



N.J.S.A 30:13-5
**Nursing Home
Residents'
Bill of Rights**

As a resident in this facility, you have rights guaranteed to you by state and federal laws. This facility is required to protect and promote your rights. Your rights strongly emphasize individual dignity and self-determination, promoting your independence and enhancing your quality of life.

You have the right to exercise all of your rights free from interference, coercion, discrimination or reprisal.

The Office of the Ombudsman for the Institutionalized Elderly investigates allegations of abuse and neglect of people, age 60 and older, living in nursing homes and other long-term healthcare facilities.

If you or someone you know may be abused or neglected, please contact the Elder Ombudsman office. By law, callers may remain anonymous and our case files are closed to the public.

Example of residents' concerns include:

- Violation of residents' rights or dignity;
- Physical, verbal or mental abuse, deprivation of services necessary to maintain residents' physical and mental health or unreasonable confinement;
- Poor quality of care, including inadequate personal hygiene and slow response to requests for assistance;
- Improper transfer or discharge;
- Inappropriate use of chemical or physical restraints;
- Financial exploitation

**State of New Jersey
Office of the Ombudsman for the
Institutionalized Elderly
PO BOX 852
Trenton, NJ 08625-0852**

**Toll-free Hotline:
1-877-582-6995**

**Volunteer Advocate
Program:
609-826-5053**

TRANSFER OR DISCHARGE

You have the right:

- To remain in the facility unless there is a valid, legal reason for your transfer or discharge
- To receive a 30 day written notice with the reason for the transfer or discharge, including appeal rights and information
- To receive assistance to assure a safe transfer
- To be offered to hold your bed if your transfer is temporary, such as for hospitalization or therapeutic leave

SELF – DETERMINATION

You have the right:

- To be offered choices and allowed to make decisions important to you
- To receive services with reasonable accommodations to individual needs and preferences
- To participate in the planning of your care and services
- To self-administer medications
- To accept or refuse care and treatment to choose your health care providers, including your doctor and pharmacy
- To manage your own personal finances, or to be kept informed of your finances if you choose to let someone else manage them for you
- To refuse to perform work or services for the facility

Important Contact Information

1(877)
582-6995

STATE
OMBUDSMAN

(609) 826-
5053

VOLUNTEER
ADVOCATE

LEGAL
SERVICES

1(888)
576-5529

HEALTH &
SENIOR SERVICES

1(800)
792-9770

You have the right:

- To be valued as an individual, to be treated with dignity and respect in full recognition of your self-worth;
- To be cared for in a manner that enhances their quality of life, free from humiliation, harassment or threats;
- To be free from physical, sexual, mental, verbal abuse, and financial exploitation.

ACCESS

You have the right:

- To be fully informed, both orally and in writing, of your rights and the facility's rules before admission and during your stay in the facility
- To be fully informed of the services available and related costs
- To not provide a third party guarantee of payment or accept any gifts as a condition of stay
- To be informed and to receive assistance in accessing Medicare or Medicaid benefits
- To equal access to quality care
- To be told in advance about care and treatment, including all risks and benefits
- To look at your records and receive copies at a reasonable cost
- To have reasonable access to any personal funds held for you by the facility
- To retain and use personal possessions
- To receive notice in advance of any plans to change your room and refuse room changes
- To organize and participate in a Resident Council and for your family to organize and participate in a Family Council
- To participate in social, religious and community activities, including the right to vote

- To read the results of the most recent State or Federal inspection survey and the facility's plan to correct any violations
- To contact your Ombudsman, or any advocate or agency which provides health, social, legal, or other services

PRIVACY

You have the right:

- To personal privacy during care and treatment
- To confidentiality concerning your personal and medical information
- To private and unrestricted visits with any person of your choice, in person and by telephone
- To send and receive mail without interference

COMPLAINTS

You have the right:

- To voice grievances or complaints about care or services without discrimination or reprisal
- To expect the facility to promptly investigate and try to resolve your concerns
- To contact the Ombudsman to advocate on your behalf, free from discrimination or reprisal, if you feel any of your rights have been violated